



WESTERN SYDNEY
UNIVERSITY

INFORMATION FOR
UNDER 18 STUDENTS
AND PARENTS/
LEGAL GUARDIANS

STUDENT **WELCOME** **GUIDE**





Dear students and parents,

Welcome to Western Sydney University.

We are delighted that you have chosen to study at our University.

As a student who is under the age of 18, you will have access to a range of wonderful services provided by the University including personalised support from the Student Welfare Service until you turn 18.

We understand that moving to a new country, living away from family and friends and starting higher education can be both exciting and at times challenging.

To assist you with settling into your life in Australia, a Student Welfare Officer will be assigned as your case worker and you will meet them every fortnight.

In these meetings you can discuss any concerns that you have regarding your homestay, your education or anything else that you might be unsure about. Welfare officers understand the student experience and they're here to support you however they can.

This guide will provide you with a range of information about settling into Australia, understanding university life and knowing your obligations as an under 18 student on a 500 student visa.

We look forward to meeting you and supporting you with your studies as you adjust to life in Australia.

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SECTION 1

Your responsibility as a student under the age of 18 travelling under a CAAW

As a student who is under the age of 18 and studying abroad at an Australian university, you need to abide by additional rules set by the Australia Government.

In this section we will go through each of these rules and your responsibility as a student.

You cannot arrive before the welfare commencement date on your CAAW.

Before you arrive

As part of your CAAW you must arrange a private airport transfer to meet you when you arrive at the airport. Your homestay provider will provide more information about companies you can book with, airport pick-up details and any other arrangements. Please update your homestay provider of any changes to your arrival date and time.

The day you arrive

Once you have arrived in Sydney, your homestay host will welcome you into their home and discuss with you the house rules.

Your homestay provider would have provided you with guidelines for your placement. You can also review these here:

- [Global Experience homestay guidelines](#)
- [Australian Homestay Network homestay guidelines](#)
- [Oz Homestay guidelines](#)

Ongoing responsibility once you have arrived

Upon arrival, your Student Welfare Officer will send you a welcome email which includes their name and contact details.

It is important that once you arrive, you contact your Student Welfare Officer straight away to let them know that you have arrived in the country, arrange a time to meet and provide them with your Australian contact number.

If you have not yet received a welcome email, please contact the Student Welfare Service on 1300 668 370 (option 5) between 9am and 4.30pm Monday to Friday.

Meeting your Student Welfare Officer fortnightly

You must meet with your Student Welfare Officer in person, on your home campus, every two weeks for the

first two months, then via Zoom until you turn 18. If you do not attend your scheduled appointment, the Student Welfare Officer will issue you with a breach notice. (More information on breach notices is provided below.)

At your first appointment you will go through this guide in detail. If you have any questions about the information in this guide you can speak to your Student Welfare Officer.

We will also double check that the contact details for you and your parents/legal guardian are up to date. It is important that we have current phone numbers and email addresses for both parents on file in case we need to contact them in an emergency.

Remain enrolled in a full-time study load

It is a requirement for all international students on a student visa to enrol in a full-time study load and attend all classes in every compulsory teaching session. If you have any questions or concerns regarding your study load or classes, please raise this with your Student Welfare Officer as soon as possible so they can best support you.

Abide by your set curfew

As an international student under the age of 18 you must abide by the curfew set by your homestay provider. You must return home by 10pm every day of the week (Monday- Sunday).

Request approval for overnight stays or travel

If you would like to stay with a family member on the weekend or travel back to your home country you must seek approval from your Student Welfare Officer.

Reach out to them as soon as you know the details of the travel request as permission must be sought from your parents/legal guardian and the Student Welfare Manager.

Overnight stays will only be granted during the weekend, unless it is during the official University break period. The person that you are staying with must be over the age of 18.

YOUR RESPONSIBILITY AS A STUDENT

If you are requesting to return home during the break period whilst you are under a CAAW, you must contact your homestay provider to arrange a private transfer to and from the airport.

You are not allowed to make your own way to the airport (i.e. by catching public transport or Uber). If your family member wishes to take you to/from the airport, your parents/legal guardian must provide this approval in writing.

Breaching your CAAW

If you do not follow one or more of the above rules the Student Welfare Officer may issue you a formal breach notice.

- First breach will be a notification from the Student Welfare Case Manager to the student's email address.
- Second breach will be a notification from the Student Welfare Case Manager to the parents/legal guardian and student.
- Third breach will be a notification from the Student Welfare Manager to the parents/legal guardian and student.
- The Student Welfare Manager will liaise with the Western Sydney University Compliance Officer and report to the Department of Immigration which may result in the cancellation of the student's Confirmation of Appropriate Accommodation and Welfare (CAAW) letter and student visa.

Changing your homestay placement

If you are no longer happy with your current homestay placement and want to request a change of host family, you need to inform your Student Welfare Officer immediately. You must seek approval first. You need to provide details of why you are requesting the change and if you have discussed this with either your host family or homestay provider.

The Student Welfare Officer will initiate an approval request from both your parents/legal guardian and the Welfare Manager and once approved the request will be forwarded to the homestay provider for consideration.



SECTION 2

Safety, wellbeing and academic services

The University support services are open Monday to Friday 9am to 4.30pm. If you require support during these hours, you can use the main number listed below. If you need support outside of these hours, we also have emergency contact numbers listed below.

UNIVERSITY CONTACT DETAILS		
Western Sydney University Campus Safety and Security	1300 737 003	Available 24/7
Western Sydney University After Hours International Student Assistance Line	1300 887 235	Monday to Friday Available between 4.30pm and 9am Weekends and public holidays Available 24/7
Western Sydney University General Enquiries	1300 668 370	Monday to Friday Available from 9am to 4.30pm Weekends and public holidays Closed
Western Sydney University Student Wellbeing	1300 668 370 (option 5)	Monday to Friday Available from 9am to 4.30pm Weekends and public holidays Closed
COMMUNITY SUPPORT CONTACT DETAILS		
Emergency Services: Police, Fire, Ambulance	000	Available 24/7
Lifeline: Counselling Support	13 11 14	Available 24/7
Suicide Call-back Service	1300 659 467	Available 24/7
NSW Sexual Violence Helpline	1800 424 017	Available 24/7
Link2Home: Homelessness Service	1800 152 152	Available 24/7
HOME STAY CONTACT DETAILS		
GLOBAL EXPERIENCE Monday to Friday 10am to 5.30pm +61 2 9264 4022 After Hours Emergency +61 430 008 448 Email: enquiry@globalexperience.com.au	AUSTRALIAN HOMESTAY NETWORK Monday to Friday 8am to 6pm 1300 024 628 After Hours Emergency 1300 697 829 Email: info@homestaynetwork.org	OZ HOMESTAY All hours (02) 9325 6988 Email: info@ozhomestay.com.au

University support services

The University has a range of great support services to assist with your wellbeing and studies.

Counselling

The Counselling Service is a team of qualified social workers and psychologists who provide free, confidential counselling services as early as possible before studies are affected.

You can meet with a counsellor either in person, on the phone or via Zoom.

To book an appointment call 1300 668 370 (option 5) or email counselling@westernsydney.edu.au

Disability

The Disability Service is a team of professional disability advisors and trained educational support staff that provides support and assistance to future and current students with disabilities and chronic health conditions to help them reach their full academic potential.

To book an appointment call 1300 668 370 (option 5) or email disability@westernsydney.edu.au

Welfare

The Student Welfare Service is a team of trained professionals that provides support, advice and referrals for financial hardship, advocacy, accommodation and University applications and processes. They also provide tailored support to student carers, international students and asylum seeker scholarship holders.

To book an appointment call 1300 668 370 (option 5) or email welfareservice@westernsydney.edu.au

The Student Services Hub

This is the first point of contact for enquiries and advice relating to your studies and matters specific to international students. The hub provides general advice and referrals in areas such as enrolment and fees, exams and results, graduation and lodging forms through **WesternNow**.

Student Success Coaches

Student Success Coaches work proactively to help students stay engaged and succeed academically. They offer short-term, culturally responsive support to address personal and academic challenges, ensuring students feel supported throughout their studies

Library Support

Every University campus has a fully-equipped library space that students can use.

Each library has dedicated quiet and silent spaces as well as group study areas. You can also access printers, photocopy machines and scanning as well as free wi-fi.

Library staff also provide academic support including reading and writing workshops, how-to guides, one-to-one help, and study and exam support.

You can find more information on all the services that are offered on the **Library** website.

Library Study Smart

This service provides professional advice on academic writing, completing assignments and researching information. Learn how to improve your literacy skills for successful university life. You can find more information on the **Study Smart** website.

MESH

This service provides Western Sydney University students with mathematics and statistics support at all stages in their course of study.

Each semester, **MESH** runs regular drop-in maths and stats help sessions for all students. They also offer the Maths Start Refresher during February and various workshops tailored to subjects and programs. Click on **Events, Workshops and Programs** to find out more.

PASS

Peer Assisted Study Sessions (PASS) is a free and voluntary student-centred learning program.

In **PASS** you'll meet and work collaboratively with other students from your unit to understand the unit content and develop study strategies to help improve your academic performance.

Through actively working together with your peers, you'll become more engaged and develop a deeper understanding of the unit content. **PASS** sessions are facilitated by a senior student who has successfully completed the unit and who has been trained in collaborative learning techniques.

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SECTION 2

Chaplaincy and Inclusive Communities

The Chaplaincy Service at Western Sydney University attends to the spiritual wellbeing of students and the University community more broadly.

Inclusive Communities at Western Sydney University embraces the diversity of all of our students which means we believe that each has something vital to contribute to the strength and richness of the student community.

The University chaplains provide support in various ways including:

- Confidential conversation
- Opportunities to nurture, express and explore your own experiences and learning
- Links to religious groups and faith communities
- Exploration of ethical issues and action for social justice
- Care and support in times of uncertainty, crisis and loss
- A chance to de-stress and lower anxiety.

MUSLIM PRAYER ROOMS

Bankstown City

Level 4 (female)
Level 4 (male)

Campbelltown

Building 2, ground floor

Hawkesbury

Building P9

Liverpool

Level 1

Parramatta South

Building EA.LG.13

Parramatta City

PSQ1. 1.23-24 (women after 12)
PSQ1. 1.26-27 (men after 12)

Penrith

Building H

MULTI-FAITH ROOMS

Bankstown City

Level 4 (1.4.44)

Campbelltown

Building 2, ground floor

Hawkesbury

Building P9

Liverpool

Level 1

Parramatta South

Building EFG.07

Parramatta City

PSQ 1.1.35

Penrith

Building H

MATES

This is a peer mentoring program for commencing and first year students to connect with other new students and mentors in later years of study.

This helps students to make social networks and acquire knowledge and skills to help settle into life at university. You can find more information on the program and how to register on the **MATES** website.

Student Careers and Employability

The University careers team helps students plan their career by providing feedback on resumes, assisting with job hunting and preparing for interviews.

You also have access to careers workshops, employability programs, events and activities, and an extensive array of online resources on the **Student Careers and Employability website**.

IT support

MyIT is your gateway to IT services available at Western Sydney University.

MyIT is available all day, every day, even when the University is closed.

Access IT knowledge articles, fact sheets, IT forms, password management, assistive technology and more.

Student Legal Service (SLS)

This is a free legal advice and referral service.

Funded through SSAF funds, the **SLS** is available to all current domestic and international students of Western Sydney University or The College.

You can find more information on the University **Student Legal Service** website.

SAFETY, WELLBEING AND ACADEMIC SERVICES

Food Security Program

Western Sydney University have a range of food security programs to support students.

Western Pantry

Western Pantry is a free student service providing pantry staples and fresh produce for Western students.

Community Breakfasts

The breakfast program delivers a free breakfast on each campus. This will primarily be a cooked breakfast delivered in collaboration with community partners and student clubs and groups as well as additional breakfast bars.

Community Dinners and Lunches

Community Dinners and Lunches aim to bring Western students together to connect with each other in a relaxed environment and to enjoy a delicious and nutritious meal.

TalkCampus

This is a free app that you can download onto your device to talk anonymously to other students from universities and colleges around the world.

It is available to all Western students.

Access free mental health support, 24 hours a day, seven days a week.

TalkCampus is a safe student network that's all about support. This means you can talk to your peers about exam stress, anxiety, depression and a range of other matters.

The app is available in 25 languages including English, Mandarin, Cantonese, Hindi, Urdu and Bengali.

Download the app from Google Play or the App Store and use your Western student email address to access the app.

Academic support services

The University has a range of staff who can provide you with academic support. It may be difficult to know who to speak to so the information below explains the different academic roles.

Lecturer / Class Teacher	Your lecturer or class teacher is responsible for delivering the subject content. You can speak to them if you have any questions regarding the content that is discussed in class or your assessments.
Subject Coordinator (SC)	The Subject Coordinator oversees all aspects of learning and teaching for each subject. If you need to apply for an Extension request or a Disruption to Studies, the Subject Coordinator will assess this.
Academic Success and Program Support	The Academic Success and Program Advisor will support you with your program by assisting with study plans and guiding your academic progression. They are also required to approve and leave of absence requested when a student has already taken 12 months leave.

If you are studying at Western Sydney University International college:

Course Convenors	Course convenors provide guidance on your pattern of study, information about learning support strategies, advice about reducing your study load and much more.
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You can find the contact details of the Subject Coordinator and Academic Program Advisor in your handbook.

SECTION 3

Getting around

Public transport: The University offers free shuttle buses between the campus and the closest train station. You can View the **Shuttle Bus Timetable** here.

- The main public transport services in NSW are trains and buses operated by Transport NSW.
- Payment is by an Opal card (which you will need to purchase) or debit card.
- You need to tap on when entering a train station or boarding a bus and tap off when leaving the station or bus. You can find more information at the **Transport NSW** website.

International students are not eligible for concession rates and you will need to pay the adult fare.

You can find some useful information on keeping yourself safe on public transport on the **NSW Police Public Transport - Safety and Security**.

Driving: If you have an existing overseas license you can use this for up to three months. After this time you must apply for a NSW driver's license.

If you do not have a current driver's license you will need to apply for one through **Service NSW**. You can find more information on the requirements on the **Service NSW** website.

Making calls in Australia

There are three major mobile network providers - **Telstra, Optus** or **Vodafone** - as well as a range of smaller providers including Virgin Mobile, **Boost Mobile, Amaysim** and **Kogan Mobile**. These use either **Telstra, Optus** or **Vodafone** networks and can offer some good deals. You will need to purchase a pre-paid SIM card so you can make calls within Australia. You must provide your Australian phone number to your Welfare Officer once you have activated your phone.

To make an international call from Australia you will need to dial 0011 + country code + area code (if required) + phone number.

To call a number within Sydney you will need to dial 02 and the phone number. This does not apply to mobile numbers.

Banking

Australia has four main banks which are **ANZ, Commbank, NAB** and **Westpac**.

These banks all have local branches and online banking capacity.

Check the bank's website for more information. Before you decide on a bank it is important to read the terms and conditions for each bank institute and pay close attention to the fees they charge.

To set up an Australian bank account you will need to go to a branch and apply in person. Review the bank's website for more details on locations. You will need the following documentation:

- Your passport
- A copy of your visa and CoE. (This will prove you are a full-time student as many banks will waive monthly fees for students)
- Proof of your Australian residential address
- You will also need a tax file number. (See Working in Australia below for information on how to apply for a tax file number. It can take a few weeks for your application to be assessed and processed so it is best to apply for this as soon as possible.)

Working in Australia

International students can work in Australia whilst they study. You will have the same workplace rights and protections as anyone else working in Australia. Before you commence a job you must have a tax file number (TFN). A TFN is a unique identifier issued by the Australian Taxation Office (ATO) and it is crucial for legal employment and financial transactions in Australia. See below information on how to apply for a TFN.

1. To be eligible to apply for a TFN

- You must be in Australia
- You must hold a valid visa that allows you to work in Australia
- You must intend to earn an income in Australia.

2. Documentation required to apply for a TFN

- A valid passport
- An Australian residential address.

3. Completing the TFN application

- You can apply for a TFN through the ATO's official website www.ato.gov.au
- Search "Tax file number - application or enquiry for individuals form"
- Fill out the form. You will need to provide your personal information including visa details and Australian home address
- Submit the form. You will receive a receipt with a reference number which you can use to track your application. It is important to keep this number in a safe place. Once your application is processed your TFN will be sent to your Australian residential address.

Here is some important information you need to know before starting work in Australia:

- You must be paid at least the minimum wage
- You must pay tax on your income
- You must receive a payslip
- You can work up to 48 hours every fortnight during term time and unlimited hours during your holiday breaks
- Casual work means you don't have a fixed number of hours every week. Part time means you work the same day and hours each week.

International students can contact the Fair Work Ombudsman for help if you're having workplace issues, without fear of your visa being cancelled. This could include problems such as not getting the right pay or other entitlements, like leave or notice.

It is important to remember that you must abide by your curfew and be home by 10pm every night. If you are working night shifts, you must allow enough time to return to your homestay before your 10pm curfew. Talk to your manager and inform them of your availability before commencing employment.

Overseas Student Health Cover (OSHC)

OSHC is insurance that covers the costs for medical and hospital care which international students may need while in Australia.

As an international student studying in Australia and on a student visa, you must purchase an approved OSHC policy from a registered health insurance company - commonly referred to as health funds.

You will need to buy OSHC before you come to Australia, to cover you from the day you arrive.

OSHC will also pay for most prescription drugs and emergency ambulance transport however it does not cover every medical circumstance or cost.

It is important you read the company's terms and conditions of your policy carefully including any rebates that you might be eligible for.

The University uses Bupa as its preferred provider. Refer to the Bupa OSHC website for the benefits of purchasing Bupa OSHC.

SECTION 3

Who do I see if I am feeling unwell?

EMERGENCY

An emergency is a serious illness or injury that poses an immediate risk to your life or long-term wellbeing.

In an emergency call 000.

They will send an ambulance to take you to hospital if required.

Check your OSHC for ambulance cover.

NON-EMERGENCY

A non-emergency is an illness or injury that requires treatment but isn't immediately life-threatening.

For non-emergency health concerns, make an appointment with a GP (see **BUPA friendly doctors**). They will treat you and decide if you need medicine or further treatment.

GENERAL PRACTITIONERS	SPECIALISTS	PHARMACIES & CHEMISTS
<p>In Australia, local doctors are known as general practitioners (GPs). You'll be able to see any GP with your OSHC membership.</p> <p>When to see a doctor:</p> <ul style="list-style-type: none"> → Common illness → Vaccinations → Mental health care → Sexual health care → Screening and preventative care → Referrals to specialists. <p>You can book an appointment to see a GP by calling the practice or online.</p> <p>You can find more information about seeing a doctor here.</p>	<p>A specialist is a medical practitioner who is highly skilled in a specific area.</p> <p>Your GP might send you to a specialist if they think specific expertise is needed to diagnose or treat your health condition. To see a specialist you'll need a referral from your GP.</p> <p>Learn about referrals here.</p>	<p>In Australia, a pharmacy is often called a 'chemist'.</p> <p>This is where you go if you need medication. Some medications require you to see a doctor and get a prescription (or 'script'), while more common medications can be bought 'over-the-counter'.</p> <p>After purchasing prescription medication, you may be able to claim some money back</p> <p>You'll need to speak to your OSHC provider to find out more information.</p>

Beach safety

The beach is for everyone to enjoy. Knowing how to stay safe whilst at the beach will ensure you have the best day possible.

Getting ready for the beach:

- Pick the right beach - you can view all beaches on the Beach Safe app
- Only swim at patrolled beaches (where lifeguards are stationed)
- Avoid beaches that are closed - it will be too dangerous to swim
- Look for hazards in the water (i.e. rips, large waves and marine animals). Do not swim if you see any of these
- Be sun safe. Wear sunscreen, a hat, long sleeve clothes and wear swimwear - not heavy clothing.

Beach safety tips:

- Swim between the red and yellow flags
- Check for warning signs before you enter the water
- Never swim alone
- Raise your arms if you need help
- Call 000 in emergencies.

You can find more useful beach safety tips on the **NSW Surf Lifesaving** website.

Consent

Sexual consent is when people freely and voluntarily agree to engaging in sexual activity, including kissing, touching or oral sex. It's about making sure everyone is comfortable with what's happening and freely choosing to say yes.

There are situations where a person cannot consent (even if they say yes) because they can't freely choose. This includes:

- Heavily affected by drugs or alcohol
- Unconscious or asleep
- Manipulated or threatened into consenting.

The law and consent

In NSW, the age of consent is 16. If you are 16 years old and above, you can legally have sex (or do another sexual activity) with another person who is 16 years or older as long as you both agree to it.

It is never ok to force someone to have sex, and it is illegal if they do not consent. A person can withdraw their consent at any time.

There are many resources with information on consent including:

- **NSW Government - Make No Doubt**
- **Kids Helpline - What is Consent?**
- **Play Safe NSW - Consent: How does it work?**

Sexual health

This involves the physical aspects of sexual relationships, pregnancy and sexually transmitted infections (STIs). But it is also about how to build healthy relationships.

Starting a new relationship can be exciting and fun. Good relationships are built on respect, caring and open communication. They can also be a great support when you are living away from family and other support networks.

Sex is meant to be an enjoyable experience for both parties. Safe sex is when semen, vaginal fluids or blood are not passed from the body of one person to another during sex. Practising safe sex is important for a healthy sex life to reduce the risk of unplanned pregnancy or getting or passing on sexually transmitted infections (STIs), including HIV.

There are several ways to improve your safety whilst having sex:

- Always use a condom
- Have regular STI tests if you are sexually active
- Try not to have multiple sexual partners
- Seek advice from a GP if you are worried about your sexual health.

You can find more information on sexual health here:

- **NSW Sexual Health Info Link**
(NSW Health) 1800 451 624
- **Western Sydney University Toolkit - Sexual health**

Sexual harassment

This constitutes any unwanted sexual behaviour that a reasonable person would consider offensive, humiliating or intimidating in the circumstances that it occurs. Examples can include:

- Uninvited touches, kissing, massages or deliberately brushing up against someone
- Making threats or promises in return for sexual favours
- Repeated invitations to go out, particularly after someone has said no previously
- 'Flashing' or sexual gestures
- Sex-based insults, taunts, teasing or name-calling
- Staring or leering at someone or at parts of their body
- Touching or fiddling with a person's clothing (e.g. lifting up skirts or flicking bra straps)
- Requests for sex
- Sexually explicit conversation
- Persistent questions or insinuations about a person's private life
- Stalking - when someone follows or watches you
- Sending offensive messages via email, text or on social media.

Sexual assault

This is when someone is forced, coerced or tricked into sexual acts they do not consent to. It covers a range of unwanted sexual behaviours that can involve strangers, people you know, partners or family. It can include:

- Rape - when you are forced to have sex
- Unwanted touching of any sort under or over your clothes
- Taking off a condom before or during sex without your permission
- Sexual coercion - when someone pressures or tricks you into doing sexual things you do not want to do
- Stalking - when someone follows or watches you
- Looking at you without your permission whilst intimate or naked
- Indecent exposure - somebody shows you their private parts of their body
- Being forced to watch or participate in pornography - including somebody taking a picture of you without your permission, forcing you to appear in a video or making you watch a pornographic movie.
- Sexting - sharing naked images of you without your consent or sending you naked images you don't want.

SECTION 3

If you are a victim of sexual harassment or sexual assault, it is never your fault. Sexual offences are a serious crime in Australia.

If you think that you have experienced sexual harassment or have been sexually assaulted there is support available:

- If it's an emergency call 000
- Western Sydney University Counselling Service on 1300 668 370 (option 5)
- 1800 RESPECT (1800 737 732) provides 24/7 phone counselling support
- NSW Sexual Violence Helpline (Full Stop) 1800 424 017 provides 24/7 phone counselling support
- Speak to a trusted adult like a parent/legal guardian or a friend
- Visit your GP or hospital
- Make a report to your local police station.

Being a victim of crime and making a report will not affect your visa or employment status.

Refer to the following websites for more information:

- **Western Sydney University Sexual harassment and sexual assault webpage**
- **Redfern Legal- Your body your choice**
- **1800 RESPECT**

Making a complaint

Students can make a complaint to the University where they have tried to resolve an issue but the matter is still ongoing. This can include but is not limited to:

- Academic matters
- Administrative matters
- Behaviours you have experienced
- Poor service.

The Complaints Resolution Unit provides a free, accessible, timely, objective and fair process to have your concerns reviewed. If you would like to make a complaint you can either send the team an email at complaints@westernsydney.edu.au, submit a complaint through the **Complaints and Misconduct Reporting Portal** or call the team on (02) 9678 7900.

You can find more information on the **Complaints and Feedback** website.

Making a complaint to the National Student Ombudsman

The National Student Ombudsman can receive and investigate complaints from higher education students about the actions of their higher education provider. In particular they can investigate complaints about the following:

- Student safety and welfare, including gender-based violence
- Course administration, such as timeliness and accuracy of information provided to students
- Teaching provision and facilities, such as sufficiency of staffing to meet educational, academic and administrative needs of students
- Disciplinary processes, such as procedures to address misconduct
- Reasonable adjustments for students with disability or experiencing special circumstances.

To lodge a complaint please visit the **National Student Ombudsman** website.

Smoking and vaping

Smoking, vaping and other forms of smoking, such as hookah (shisha), pose serious health risks and are not permitted in most public places, including shopping centres, train stations and playgrounds.

They are also banned in your homestay and on all University campuses. Wherever smoking is banned, vaping is banned too.

In NSW it is not an offence for people under 18 to use or possess tobacco cigarettes. However, it is illegal to sell or supply tobacco products to anyone under 18.

Vaping is more strictly regulated. In Australia, nicotine vapes can only be legally supplied by a pharmacist, medical practitioner or nurse practitioner. If you are under 18, you will need a doctor's prescription to buy them.

Smoking, vaping and using hookah should be avoided, as each exposes you to harmful chemicals that increase the risk of lung damage, heart disease, addiction, depression and anxiety. Despite common misconceptions, vapes should not be assumed to be a safer alternative to smoking. Always seek health advice from a doctor.

Most people need support to quit nicotine. This can include counselling and medical intervention. Some useful resources include:

- Quitline 13 7848 (24/7) – free and confidential counselling support for quitting
- OSHC Doctor – covered consultations with a medical professional
- Western Sydney University Wellbeing Services 1300 668 370 – free guidance, support and counselling
- **Self-help Fact Sheet** - advice and support services for young people around nicotine concerns.

Drugs and Alcohol

In Australia, it is illegal for a person under 18 to drink alcohol on licensed premises such as pubs (often called hotels), clubs and some restaurants. It is also against the law for anyone to sell or supply alcohol to a person under 18.

On University campuses, alcohol is only permitted for those over 18 in licensed spaces.

Australia has strict laws against using and selling certain drugs. Some of the drugs that are illegal in Australia include cannabis, speed, ecstasy, cocaine and heroin.

The possession, use or supply of drugs on University campuses will be treated as a crime. Drugs are also not allowed in your homestay.

Breaking drug laws can result in fines or imprisonment.

Driving under the influence of drugs or alcohol is illegal. P-plate drivers must have a blood alcohol concentration (BAC) of 0.00, while fully licensed drivers must stay under 0.05. Breaking these laws can lead to fines, license loss and/or a criminal conviction. Additionally, both carry serious health risks.

Alcohol, especially when consumed irresponsibly, can affect your liver, brain and mental health.

Drugs can lead to addiction, organ damage and psychological issues.

Many illegal drugs contain harmful, unregulated substances, making them highly dangerous.

If you need reliable information about drugs or alcohol, or if you or someone you know is struggling with dependence, here are some useful resources:

- ADIS 1800 250 015 (24/7) – free and confidential counselling support for concerns around alcohol and/or drug misuse
- OSHC Doctor – covered consultations with a medical professional
- Western Sydney University Wellbeing Services 1300 668 370 – free guidance, support and counselling
- Self-help 'YourRoom' – for facts, tools and support services.



Contact information

Student Welfare Team

Email: welfareservice@westernsydney.edu.au

Phone: 1300 668 370 (option 5)

Please be assured that our services are free and confidential.

